



# The Division of Disability and Rehabilitative Services Quarterly Update

OCTOBER 2012

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## PERSONNEL

David Fox joined DDRS as the Director of Program Development in June, 2012. He holds a bachelor's of science in business from Indiana University and spent the previous five years in a management position at Aramark.

Julia Anderson started as a new Business Consultant within the Business Enterprise Program of Blind and Visually Impaired Services on March 19, 2012. Julia holds a Bachelors of Science degree in Social Work from Northwestern State University in Natchitoches, Louisiana and a Masters in Community and Administrative Practice Social Work from the University of Texas Arlington. Previous experience includes serving as an AmeriCorps VISTA Program Development Specialist at Bosma Enterprises.

## WEB ADDITIONS

### Provider Webinar PowerPoint

DDRS hosted a webinar on Sept. 28, 2012 that covered provider questions about Medicaid Waiver changes to Case Management, Transportation, Structured Family Caregiving and Participant Assistance and Care. The PowerPoint and Q&A from the presentation have been posted to webinar section of the [BDDS webpage](#).

### Statistics

The DDRS ' [Statistics webpage](#) has been updated to show the total number of individuals placed on the Family Supports and Community Integration and Habilitation Waivers weekly, monthly and yearly. This information will be updated at the beginning of every week.

### Provider Meeting Announcement

DDRS will be hosting a Quarterly Provider meeting on Oct. 24, 2012 from 1-4 pm in the Indiana Government Center South Auditorium. The meeting announcement and agenda will be posted to the [DDRS' Announcements page](#) early next week.

## STATE WIDE INITIATIVES

### Medicaid Waiver Wait List Update

Over the last eight months, the Division of Disability and Rehabilitative Services (DDRS) has been working to make some positive changes in its service delivery to consumers, including its effort to ensure its Medicaid Waiver Wait List is as up to date as possible. As of March 2012, the Wait List was over 19,000 names long.

Through its efforts to update these individuals' contact information and desire to remain on the Waiver Wait List, the Division has had a very positive response. As of October 1, 2012, staff has updated 17,031 records. There have been names removed from the Waiver Wait List due to:

- An indicated desire to be removed
- An individual was already on the Waiver for which he/she was on the Wait List
- An individual was no longer living at the address DDRS had on file, and/or there was no other address in our system
- An individual moved out of state or is deceased
- An individual did not return a response form to DDRS (these individuals' names are placed into another list for retrieval, if necessary, by application date)

Further, as of the same date, removal of these names has resulted in a much lower and accurate DDRS Medicaid Waiver Wait List of 8,486, as of October 1, 2012.

If you did not receive an initial Wait List Letter and believe you should have, please contact your [local BDDS office](#) to determine if you are in our data system. A FAQ about the Wait List letter is available on the [Announcements](#) page of DDRS' website.

## BUREAU OF DEVELOPMENTAL DISABILITIES SERVICES

### Employment First

The Employment First demonstration sites continue to meet and work toward the goals outlined for the year, which include continued focus on transition age students and making training on the Employment First Initiative available.

### Employment Services and Innovation

Employment Services and Innovation (ESI) has had four full-time state employee hires since the intern program's launch in the spring of this year. This program focuses on giving internship opportunities with the potential for long term state employment for qualified candidates with disabilities.

Over the past five months, ESI has developed new partnerships with Enterprise Holdings, Republic Waste and Cintas in the Indianapolis area. Referrals have also increased with ESI's current business partners with TJ Maxx, Walgreens and Pitney Bowes combining for a total of 10 hires this quarter.

### Provider Relations Approvals

The chart indicates the number of existing providers who requested and were granted approval to provide additional waiver services. It also shows the number of agencies/individuals who submitted proposals and were granted approval as new waiver providers.

	July, 2012	Aug., 2012	Sept., 2012	Total Approved
Approval of Existing Providers Adding Services	0	3	1	4
Approval of New Providers	0	4	0	4

### Supervised Group Living Vacancy

Second Quarter 2012 July 1 – Oct. 9	
Placements	156
Vacancies as of Oct. 9, 2012	154
Total Capacity (Vacancy Rate)	4.2

### DDRS/BDDS Waiver Data

The Community Integration and Habilitation (CIH) Waiver is for an emergency, needs-based placement, only. Targeting for this Waiver will no longer occur; there is no wait list, and the Division will only place individuals if they meet very specific criteria.

	BDDS Waiting List	Individuals Targeted since Sept. 1, 2012	Total Served
Family Supports Waiver (formerly SS waiver)	8,486	330	5,323
Community Integration and Habilitation Waiver (formerly DD and AU waivers)	n/a	n/a	8,434

## Powerful Parents Groups

This fall, DDRS has continued its meetings with parents and families of individuals with disabilities throughout the state via its Powerful Parents groups. These meetings are intended to be small, informative discussions with parents and families who do not receive regular updates and information about DDRS' initiatives through advocacy groups.

Topics of discussion for the fall include:

- Case Management
- Housemates/OBA
- Transportation
- Recap of revised DDRS Medicaid Waivers
  - Family Supports Waiver (FSW)
  - Community Integration and Habilitation (CIH)
- Medicaid Waiver Wait List update

Upcoming meetings include visits to Madison, Richmond, Evansville, Terre Haute, Valparaiso, and South Bend. For more information on specific dates, which are only listed for the current month, please visit our information on [DDRS' website](#). Parents and family members who wish to attend a meeting in their area **must RSVP**, as space is limited. Questions and RSVPs may be e-mailed to [PowerfulParents@fssa.in.gov](mailto:PowerfulParents@fssa.in.gov).

## BUREAU OF REHABILITATION SERVICES

### National Disability Employment Awareness

October is National Disability Employment Awareness Month and a time to recognize the various skills, abilities, and knowledge that people with disabilities contribute to the workforce and strategize on ways to improve employment outcomes for those living with a disability. BRS continues to partner with the Bureau of Developmental Disability Services, Department of Workforce Development, and the DDRS Employment Services and Innovations team to improve employment opportunities for those living with a disability throughout Indiana. BRS encourages everyone to work with employers in their local area to strengthen partnerships and provide employment options to those living with a disability.

### U.S. Department of Labor: The Disability Employment Initiative

BRS was a key partner to the Department of Workforce Development in applying for a grant with the U.S. Department of Labor. The grant will allow for funding to improve education, training, and employment opportunities and outcomes for youth and adults with disabilities that are unemployed/underemployed and/or receiving Social Security disability benefits. Indiana was 1 of 7 states to receive this grant, in the amount of \$2,277,748.

Secretary of Labor Hilda L. Solis said, "These Employment and Training Administration grants will expand the capacity of the public workforce system to provide training and employment services to people with disabilities. This program represents our strong commitment to assisting people with disabilities in securing good jobs and providing career pathways." This is the third round of funding under the Initiative, of which 16

state projects are currently being supported. More information about the grant can be found on the [Department of Labor's website](#).

### Federal Indicator Progress

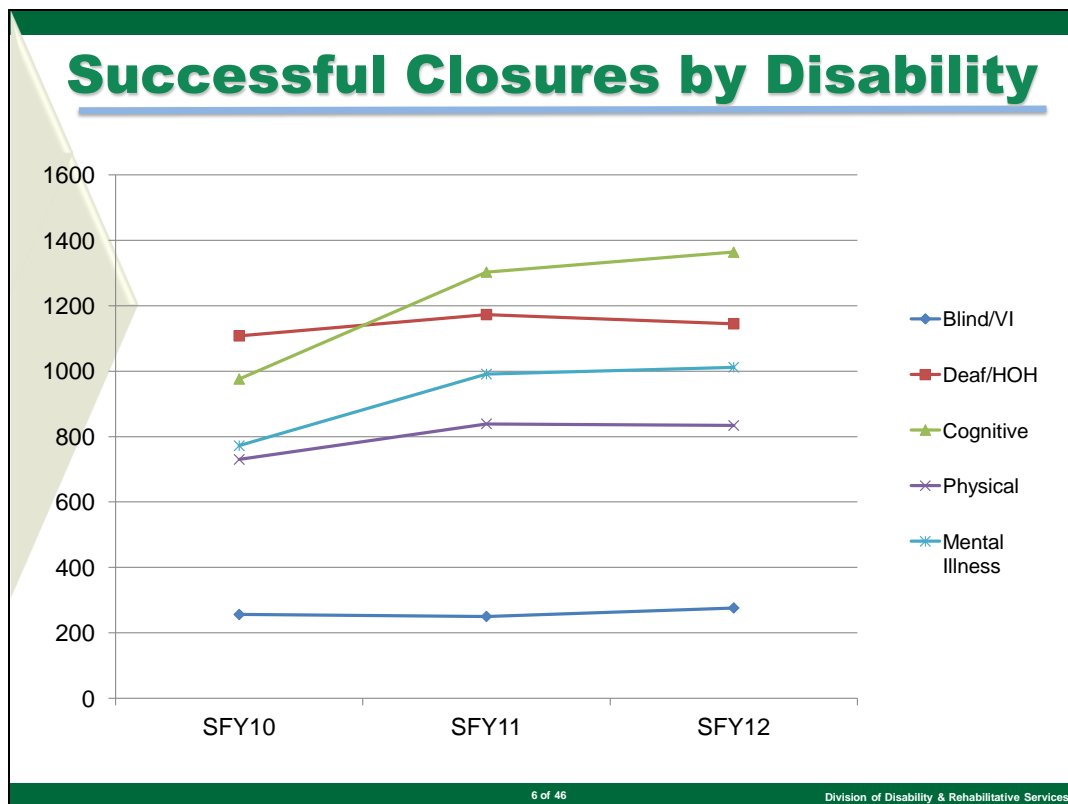
BRS successfully ended Federal Fiscal Year 2012 on September 30, 2012. At the close of FFY 2011, BRS was below standard in three indicators. BRS finished strong in FFY 2012; improving in all indicators as a whole. Federal Indicator 1.6 was just barely below standard, but improved from FFY 2011. BRS successfully rehabilitated 309 more Hoosiers in 2012.

BRS completed all requirements on the Federal Performance Improvement Plan from 2009 and credits this success to the dedication and relentless efforts made by all of BRS staff and stakeholders across the state that have provided support to Vocational Rehabilitation consumers. The Commissioner of the Rehabilitation Services Administration (RSA) approved the FFY2013 State Plan, and BRS looks forward to another successful performance year in 2013.

Federal Performance Indicator	Federal Target	Indiana Result FFY 2011 (10/1/10-9/30/11)	Indiana Result FFY 2012 (10/1/11-9/28/12)
1.1 Total Rehabilitation Equal to/Greater Than Previous Year	Previous Year's total:  FFY 2011: 4,404	4,404	4,713
1.2 Rehabilitation Rate	55.80%	53.43%	57.09%
1.3 Competitive Employment Outcome	72.60%	97.55%	97.37%
1.4 Percentage of People (Competitively Placed) With Significant Disability	62.40%	73.77%	76.02%
1.5 Ratio of Avg. Hourly Wage (Competitive Rehabilitants) to Avg. Hourly Wage (All Employed Hoosiers)	0.52 ratio	0.61/ \$11.34	0.60/\$11.52
1.6 Own Income Largest Source of Support at Closure Compared to Start of Services	53.0	48.42	51.10
2.1 Service Rate for Minorities	.80	.77	.81

### Successful Closures by Disability

BRS has developed a graph, by State Fiscal Year, representing broad categories of people with disabilities. It should be noted that there is an increase of successful closures in all categories, from State fiscal year 2010 to 2012. Indiana placed more people with cognitive impairments than any other disability group served. Also, those with cognitive impairments experienced a 40% increase in successful closures SFY10 –SFY12.



### IUPUI S.I.T.E. Program

The IUPUI SITE program has updated its [website](#). The SITE program is a collaboration of the Indianapolis Public Schools and IUPUI that enables individuals with intellectual disabilities to participate in postsecondary programming on the IUPUI campus. SITE is also expanding in the 2012-13 academic year to include the school districts surrounding Indianapolis. The Indiana Institute on Disability and Community at Indiana University was awarded a grant from the U.S. Department of Education in 2010 to create the Indiana Partnership for Postsecondary Education and Careers project. A key component of the project is partnering with the SITE program at IUPUI. SITE's expansion to other school districts will be one way the Partnership can spread the message of just how life-changing and empowering postsecondary experiences can be for students with disabilities.

The project is also interested in establishing additional programs at other institutions of higher education to expand opportunities for individuals with intellectual disabilities. See [Think College Indiana](#) for more information or please contact Jean Updike, [jeupdike@indiana.edu](mailto:jeupdike@indiana.edu), Gwen Chesterfield, [jschest@aol.com](mailto:jschest@aol.com) or Steve Savage, [insack@aol.com](mailto:insack@aol.com)

## BUREAU OF QUALITY IMPROVEMENT SERVICES

**Mortality Review Communication** On a quarterly basis BQIS posts mortality data and systemic recommendations resulting from its Mortality Review Committee to the [BQIS webpage](#). While this data may pertain to co-morbid conditions that are not directly attributable to the cause of consumers' deaths, providers' further examination is warranted as the risks involved with these conditions may have contributed to the cause of death. BQIS expects that providers will review and use this information to increase its staff's awareness of issues contributing to deaths of individuals with intellectual disabilities, and to make necessary systems changes to prevent future deaths and other negative outcomes for individuals with disabilities.

### **Incident Reporting Communication**

BQIS has updated its statewide, aggregated incident reporting data related to all individuals receiving DDRS-funded HCBS waiver services during the final quarter of FY2012. Aggregated data and analysis is presented on incident types reported most frequently, provider response time for reporting and closing incidents, and providers' follow-up actions when investigating incidents of abuse, neglect, or exploitation allegations. Similar to the Mortality Review and CERT Communications, BQIS is providing this quarterly analysis with recommendations for providers to improve their systems. This quarter's Incident Reporting Communication is available on the [BQIS's Incident Reporting webpage](#).

### **Behavioral Interventions**

BQIS identified a high number of reported behavioral incidents (e.g., self-injurious behavior, pica, elopement, etc.) and use of restrictive strategies in response to serious events (e.g., physical restraint, PRN medication use, etc.). Through collaboration with the Indiana Association for Behavioral Consultants (IN-ABC) and the Hoosier Association for Behavior Analysis (HABA), a survey was conducted to determine areas for further discussion and remediation. Results from 68 behavioral clinicians indicated inconsistencies in the identification and use of behavioral strategies considered restrictive.

As a result, BQIS / Liberty of Indiana Corporation developed, and posted to the [BQIS website](#), a Behavioral Intervention Guide with definitions of restrictive and non-restrictive interventions IN-ABC and HABA have reviewed and provided input into this guide. Teams working with individuals who display challenging behaviors which necessitate the development of a behavior support plan (BSP) should use this guide as a resource. The clarification provided should facilitate a more consistent understanding of strategies requiring informed consent and Human Rights Committee (HRC) approval prior to their implementation.

## DISABILITY DETERMINATION BUREAU

Melissa Cockrum, Susan Flack, Lindsay Smith and Laura Zander, Disability Determination Bureau (DDB) employees, recently received the 2012 Social Security Administration (SSA) Commissioner's Citation. The citation is awarded to state Disability Determination Service (DDS) and federal SSA employees that have made a valuable contribution to the SSA in the processing of SSA's Disability workloads. Each year each the 54 State DDSs and 10 SSA Regions submit the names of employees and teams that have made a significant contribution during the past fiscal year; and the Commissioner of SSA selects those employees who will receive the citations.

These individuals process a special workload of high priority Quick Disability Determination (QDD) and Compassionate Allowance (CAL) disability claims and in the past 12 months, have processed 4,909 claims, with an average processing time of 16.4 days. In addition to processing QDD/CAL cases, they possess excellent program knowledge to review case decisions for potential reversals (denials to allowances) using the SSA Policy Feedback System. Their knowledge of rare and terminal illnesses is invaluable when using this tool; and has led to several reopening decisions for Indiana claimants, without going through the formal appeals process.

## **FIRST STEPS**

### **Federal Office of Special Education Programs Rating**

Indiana First Steps was awarded a rating of “Meets Expectation” by the Federal Office of Special Education Programs (OSEP). Meets Expectations is the highest ranking that a state may receive and is based on federal review of program requirements and performance indicators. For additional information please review the [Part C Annual Performance Report](#).

### **Personnel Guide**

The Indiana First Steps Early Intervention Personnel Guide has been update and posted to the [First Steps' webpage](#). Changes include clarification of training requirements and removal of outdated information.

### **Data Reports**

In SFY 2012, First Steps provided services to 22,265 families. To view the latest statewide profile reports please visit the First Steps' [Data Reports webpage](#).